



## OPERATIONAL MEMO

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<b>TITLE:</b>	<b>UPDATED INFORMATION PERTAINING TO DAY PROGRAM AND TRANSPORTATION SERVICES IN RESPONSE TO COVID-19</b>
<b>SUPERSEDES NUMBER:</b>	<b>HCPF OM 20-070 &amp; HCPF OM 20-063</b>
<b>EFFECTIVE DATE:</b>	<b>APRIL 21, 2021</b>
<b>DIVISION AND OFFICE:</b>	<b>BENEFITS AND SERVICES MANAGEMENT DIVISION, OFFICE OF COMMUNITY LIVING</b>
<b>PROGRAM AREA:</b>	<b>HCBS WAIVER SERVICES</b>
<b>KEY WORDS:</b>	<b>COVID-19, CORONAVIRUS, BENEFITS AND SERVICES, HOME AND COMMUNITY-BASED SERVICES, DAY PROGRAMS AND SERVICES, NON-MEDICAL TRANSPORTATION</b>
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<b>APPROVED BY: BONNIE SILVA</b>	

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*HCPF Memo Series can be accessed online: <https://www.colorado.gov/hcpf/memo-series>*

### **Purpose and Audience:**

The purpose of this Operational Memo is to update guidance to Home and Community-Based Services (HCBS) providers and Case Management Agencies (CMAs) on the provision of Day Program services in congregate settings and Non-Medical Transportation (NMT) in response to the COVID-19 pandemic. These provisions are applicable to the following services:

- Adult Day Services
- Day Habilitation
- Day Treatment (Brain Injury Waiver)
- Prevocational Services
- Supported Employment – Group
- Non-Medical Transportation

**Information:**

The Department of Health Care Policy & Financing (Department) has updated guidance and requirements for Day Program and Non-Medical Transportation services based on the most recent information provided by the Centers for Disease Control (CDC) in addition to the Colorado State Emergency Operations Center.

On April 16, the Statewide COVID-19 Dial evolved into [Public Health Order 20-38: Limited COVID-19 Restrictions](#), which allows counties to implement regulations at the local level while still maintaining some limited requirements across the state. Counties may use the statewide dial framework as a model for implementing their own regulations. Providers should review and follow all local county health department guidance related to restrictions and business capacity limits. Face coverings remain required pursuant to Executive Order D 2020 138 for **limited healthcare settings**. Exceptions to the face covering requirements include individuals who cannot medically tolerate a face covering.

With the rescission of PHO 20-36 Statewide COVID-19 Dial, but the pandemic ongoing, it remains critical for individuals, communities, businesses, and governments to remain vigilant regarding the spread of COVID-19. Individuals are encouraged to remain at least 6 feet away from non-household contacts, wash their hands, and wear a face covering to reduce the likelihood of disease transmission. As we continue to combat COVID-19 in our communities, continuing some limited requirements to mitigate disease spread remain appropriate. Described in detail below are best practices providers are strongly encouraged to implement.

1. Screening of participants and staff:

- Providers should actively screen both staff and participants in person, which includes temperature and COVID-19 symptom checks. Please see an [example](#) provided by the Colorado Department of Public Health & Environment along with some additional information on [how to conduct a screening](#).

2. Personal Protective Equipment:

- If a participant is unable to wear a mask or face covering, have a doctor's note stating that the participant is unable to do so. Furthermore, if a participant is unable to wear a mask, but that participant can wear a face shield instead, that is highly encouraged.

3. Infection control:

- Have in place infection control protocols that are compliant with [CDPHE](#) and [CDC](#) guidelines.
  - The setting employs enhanced cleaning and disinfecting protocols for the setting, including outlining frequency of cleaning high-touch surfaces and bathrooms while in operation. Additional guidance on how to properly disinfect, including how often, may be found on the Colorado Department of Public Health & Environment website [here](#).
4. Structural layout of the setting and capacity:
- All Day Program services are included within the "[Limited Health Care Settings](#)" section of CDPHE's COVID-19 guidance. Current building or facility capacities are based on the Colorado County COVID-19 Status stated on the [COVID-19 Dial Dashboard](#). Providers must remain in compliance with all local health ordinances with regard to the operation of the setting.
5. Specific medical needs of participants and their individual risk level:
- A provider works with the participant, their guardian/family if applicable, and the participant's case manager to determine if the participant is ready to return to in-person, group Day Program services.
  - Participants who are not ready to return to in-person, group Day Program services, can utilize Telehealth Day Program services, or speak to their case manager about receiving 1:1, individual Day Program services, as available. Information on flexible service delivery options for [Adult Day Services](#) and [Day Habilitation](#) services is provided within the links.
  - If a participant resides in a home (with family or in a host home) that has a COVID-19 positive case or resides in a facility that has a case or an outbreak, that participant should not attend until they have completed isolation for 10 days with at least three (3) days without symptoms. See Section 7 for information on fully vaccinated participants.
  - If any participant or staff begins showing symptoms while at Day Program, the setting should cease any further activities, isolate the participant/staff, and sterilize the facility. The participant may resume in-person services after completion of a 10-day isolation period with at least three (3) days without symptoms. All staff should be tested prior to providing in-person services, with confirmed negative testing.

6. Communication plan:

- The provider has written policies that outline provider and participant responsibilities as they relate to COVID-19, including but not limited to, policies on masks, terminations, refusal to serve, how to interact while in the setting, expectations on notification by the participant or family in notifying the provider if anyone in their home is COVID-19 positive, etc. These policies clearly outline the providers responsibility in denial of services to protect the safety of others, and the participants responsibility to mitigate spread of COVID-19 to receive services.

7. Fully vaccinated staff and participants:

- A person is considered [fully vaccinated](#) for COVID-19 if more than 2 weeks has passed since the person received the second dose in a 2-dose series (Pfizer-BioNTech or Moderna) or if more than 2 weeks has passed since the person received the single-dose vaccine (Johnson & Johnson).
- Fully vaccinated participants and staff can refrain from quarantine and testing following a known exposure if asymptomatic.
  - However, if a fully vaccinated participant lives in a group setting (like an Alternative Care Facility or group home) and has been around someone who has COVID-19, he/she should still quarantine for 14 days, and get tested, even if he/she doesn't have symptoms. Day Program services should be delivered via Telehealth, if possible, until quarantine has ended.

8. Non-Medical Transportation:

- Providers may resume rides at maximum vehicle capacity under the condition that each passenger, including the driver, has been fully vaccinated, as outlined above.
- Any combination of vaccinated and non-vaccinated passengers must continue to follow ridership capacity guidelines defined in Operational Memo 20-063:
  - One member per 5-passenger vehicle
  - Two members per 7-passenger vehicle

- Five members per 15-passenger van or bus
  - If members reside in the same household, Group Home, or Assisted Living of 20 residents or less, they may ride in the same vehicle to activities or day programs without restriction.
- Providers and members should defer to their county for specific mask and face covering requirements.

**Additional References for this document & Resource Links:**

- [Recommendations for Long-Term Care Facilities](#) (CDC)
- [Steps Healthcare Facilities Can Take Now to Prepare for Coronavirus Disease 2019 \(COVID-19\)](#) (CDC)
- [FAQS for Healthcare Providers Regarding Medicare Billing & Payment](#) (CMS)
- [Interim Health Care Infection Prevention & Control Recommendations for Patients Under Investigation for Coronavirus Disease 2019 \(COVID-19\)](#) (CDC)
- [Information Regarding COVID-19](#) AHCA/NCAL (American Health Care Association / National Center for Assisted Living)
- [Handwashing 101](#) (ServSafe)
- [Print-Only Materials to Support COVID-19 Recommendations](#)

Follow the [CDC website](#) to keep up with the general trends and what's happening. Communicating with your [state health department](#) and watching local news will help you with specifics.

**Attachment(s):**

None

**Department Contact:**

[HCPF\\_HCBS\\_Questions@state.co.us](mailto:HCPF_HCBS_Questions@state.co.us)

**Department COVID-19 Webpage:**

<https://www.colorado.gov/pacific/hcpf/COVID>

For specific information, please call the CDPHE Call Center at 303-692-2700. For general questions about COVID-19: Call CO-Help at 303-389-1687 or 1-877-462-2911 or email COHELP@RMPDC.org, for answers in English and Spanish (Español), Mandarin (普通话), and more.